MANIPUR GAZETTE

E X T R A O R D I N A R Y
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OFFICE OF THE
BISHNUPUR MUNICIPAL COUNCIL
BISHNUPUR: MANIPUR

N O T I F I C A T I O N

Bishnupur, the 22nd August, 2025

No. 8/34/2020-BMC: The service level benchmarks for Bishnupur Municipal Council regarding the standards of deliveries of essential services such as water supply, sanitation, solid waste management and storm water drainage for the years 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25 is hereby notified for information to the general public, enclosed herewith as Annexure-I.

TH. RABINDRA SINGH,
Chief Executive Officer,
Bishnupur Municipal Council.

Service Level Benchmarks for Bishnupur Municipal Council								
Sl. No.	Indicators	Service Level Benchmarks						
		MoHUA Benchmark	Actual Indicator 2020-21	Actual Indicator 2021-22	Actual Indicator 2022-23	Actual Indicator 2023-24	Actual Indicator 2024-25	Target Indicator 2025-26
Water Supply Services								
1	Extent of Non-Revenue Water (NRW)	20%	50%	40%	35%	35%	30%	20%
2	Efficiency in redressal of customer complaints	80%	50%	60%	60%	60%	60%	80%
3	Cost recovery in water supply service	100%	60%	75%	80%	80%	90%	100%
4	Extent of metering of water connections	100%	0%	0%	0%	0%	0%	5%
5	Continuity of water supply	24 hours	2.5 hours	3 hours	3 hours	3.5 hours	3.5 hours	4 hours
6	Efficiency in collection of water supply related charges	90%	50%	60%	65%	65%	70%	80%
7	Per capita supply of water (lpcd)	135 lpcd	55 lpcd	55 lpcd	55 lpcd	55 lpcd	55 lpcd	70 lpcd
8	Quality of water supplied	100%	85%	85%	85%	85%	85%	90%
9	Coverage of water supply connections	100%	33.89%	35.09%	40.15%	46.24%	52.36%	65%
Sanitation								
1	Efficiency in collection of waste water charges	90%	0%	0%	0%	0%	0%	3%
2	Coverage of waste water network services	100%	0%	0%	0%	0%	0%	3%
3	Extent of cost recovery in	100%	0%	0%	0%	0%	0%	3%

	waste water management							
4	**Coverage of toilets**	**100%**	**0%**	**0%**	**0%**	**0%**	**3%**	**5%**
5	**Collection efficiency of waste water network**	**100%**	**0%**	**0%**	**0%**	**0%**	**0%**	**3%**
6	**Adequacy of waste water treatment capacity**	**100%**	**0%**	**0%**	**0%**	**0%**	**0%**	**3%**
7	**Quality of waste water treatment**	**100%**	**0%**	**0%**	**0%**	**0%**	**0%**	**3%**
8	**Extent of reuse and recycling of waste water**	**20%**	**0%**	**0%**	**0%**	**0%**	**0%**	**3%**
9	**Efficiency in redressal of customer complaints**	**80%**	**0%**	**0%**	**0%**	**0%**	**0%**	**3%**

Solid Waste Management								
1	**Extent of municipal solid waste recovered**	**80%**	**10%**	**20%**	**20%**	**20%**	**22%**	**35%**
2	**Household level coverage of solid waste management services**	**100%**	**10%**	**20%**	**29%**	**38%**	**46%**	**80%**
3	**Extent of cost recovery in SWM services**	**100%**	**1%**	**2%**	**13%**	**17%**	**49%**	**85%**
4	**Efficiency of collection of municipal solid waste**	**100%**	**40%**	**60%**	**60%**	**65%**	**76%**	**80%**
5	**Extent of segregation of municipal solid waste**	**100%**	**30%**	**40%**	**40%**	**55%**	**70%**	**85%**
6	**Extent of scientific disposal of municipal solid waste**	**100%**	**5%**	**5%**	**7%**	**10%**	**14%**	**16%**
7	**Efficiency in collection of SWM related user charges**	**90%**	**1%**	**2%**	**9%**	**11%**	**24%**	**50%**
8	**Efficiency in redressal of customer complaints**	**80%**	**20%**	**30%**	**40%**	**50%**	**50%**	**60%**

Storm Water Drainage								
1	**Coverage of Storm water drainage network**	**100%**	**20%**	**25%**	**30%**	**30%**	**40%**	**50%**
2	**Incidence of water logging**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**

TH. RABINDRA SINGH,
Chief Executive Officer,
Bishnupur Municipal Council.

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